

Congratulations!

New User Guide



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Welcome to iTV-3, and congratulations on making the switch to our fiber optic network!

We look forward to bringing you crystal clear call quality, the sharpest picture, and the fastest internet speeds in the area.

It is our goal to ensure you are 100% satisfied, so please let us know if there is anything we can do to improve your experience. Should you have any problems, this guide may answer some of your questions. However, if you require additional assistance, please contact our office with one of the following methods:

Customer Service	(309) 670-1221 (or 611 on iTV-3 phones)
Email: Billing Support	billing@itv-3.com
Email: Technical Support	support@itv-3.com
Email: General Questions	info@itv-3.com

Office Hours
Mon-Fri 7am-10pm | Sat 8am-8pm | Sun 8am-10pm
On call technicians are available after-hours for technical emergencies.
Dial option 4 after-hours to be connected to an on call technician.



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This image shows a single page of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

While we will try to go the extra mile to serve you as best we can, we cannot provide official technical support for customer supplied equipment (i.e. televisions, computers, routers, home networking, etc.). This list of popular manufacturers and local service technicians may help you find support where we cannot provide it.

Please note: This list is provided as a convenience to you. These companies are not affiliated with iTV-3 or Family Video. We can make no guarantee to the quality of service these companies perform.

Television Manufacturers		
Hitachi	800-448-2244	www.hitachi.us
LG	800-243-0000	www.lge.com
Panasonic	800-211-7262	www.panasonic.com
Philips	888-744-5477	www.philips.com
RCA	877-506-3411	www.rca.com
Samsung	800-726-7864	www.samsung.com
Sanyo	800-877-5032	www.sanyo.com
Sharp	800-237-4277	www.sharppusa.com
Sony/Visio	800-222-7669	www.sony.com
Yamaha	714-522-9105	www.yamaha.com

Computer Manufacturers		
Acer	800-816-2237	www.acer.com
Apple	800-275-2273	www.apple.com
Asus	888-678-3688	www.asus.com
Compaq	800-474-6838	www.compaq.com
Dell	800-624-9896	www.dell.com
Gateway	800-846-2301	www.gateway.com
HP	800-474-6838	www.hp.com
Samsung	800-726-7864	www.samsung.com
Sony/Vaio	888-476-6972	www.sony.com
Toshiba	800-457-7777	www.toshiba.com

Router Manufacturers		
Belkin	877-736-5771	www.belkin.com
D-Link	800-326-1688	www.d-link.com
Linksys / Cisco	800-326-7114	www.linksys.com
Netgear	888-638-4327	www.netgear.com

Local Computer Repair		
Computer Deli - Peoria	309-692-4100	www.computerdeli.com
Going Green Computers - Pekin	309-241-2229	www.goinggreengcomputers.com
Nerds On Call - Peoria	309-689-3900	www.callmerds.com
Staples - Pekin	309-347-2664	www.staples.com

Local Television Repair		
Bulb Solutions - Peoria	309-697-2678	www.bulbsolutions.com
Larry's TV & Computer - Pekin	309-347-2881	N/A
Peoria TV Repair - Peoria	309-265-0846	www.peoriatelevisionrepair.com

What's so special about fiber optics?

iTV-3 is building a brand new communications network that is 100% fiber optic. This means that your data moves at the speed of light.

Fiber optics make for the perfect upgrade because everything moves digitally giving you superb HD picture quality, crystal clear voice, and super-fast Internet speeds. This is the advanced communications network you've been waiting for.

Our fiber optic network is installed completely underground so its less susceptible to inclement weather and easier to maintain. This assures you better availability and lower prices.

Is the price promotional?

Our prices are as advertised. No tricks.

We offer promotions to new customers that will reduce the cost of you bill.

What if I have a friend that is interested in service?

Have them mention your name and address as a referral when they sign up. When they are installed, your next bill will be at half price for one month!

How does the TV service work?

iTV-3's fiber optics are brought to your home, not just to your neighborhood. From there we have multiple methods for delivering service to your television.

What does the Set Top Box (STB) do?

It allows us to bring you hundreds of Standard and High Definition TV channels all in crystal clear digital quality, at a level that only fiber optics can provide. It also provides the channel guide, control of your Digital Video Recorder (DVR), Parental Controls, and many more features that are being added all the time.

What is HD? Does it cost extra?

HD stands for High Definition and is a high quality picture that most widescreens and newer tvs can take advantage of. All of our packages include HD channels at no additional cost.

What internet speeds are available?

We offer many speeds starting at 3Mbps to over 100Mbps.

Is there a limit on how much I can download per month?

No. With iTV-3 you can download, stream, and browse as much as you want with no caps or ceilings.

Can I get an email account?

Yes! You can add up to 5 email addresses with your account.

What features are included with my phone service?

Voicemail, caller ID number, call waiting, call forwarding, and E911 are just some of the features that come standard with your phone service. See Page 30 for details.

Will my phones still work if the power goes out?

With our battery backup, a corded phone will still function for up to 12 hours after the power goes out.



*Prior to digging in your yard
call 811 for JULIE.
It's the law.*



**Know what's below.
Call before you dig.**



Troubleshooting: Misc

All my services are down.

Check your battery backup.

Some installations require a battery backup.



If it becomes unplugged for any reason, your service will be interrupted in 8-12 hours once the battery has drained.

Check your fiber line if you have been recently installed.

- First two lights are **green**
 - Your battery backup is working normally.
- First light is **amber**
 - Your battery backup is not receiving power. Plug in the battery backup to any wall outlet. Ensure that the outlet is not controlled by a light switch.
- All lights are off
 - Your battery backup has run out of power. Plug in the battery backup to any wall outlet. Ensure that the outlet is not controlled by a light switch.
- Last light is **amber or red**
 - The battery backup may have failed. Call Technical Support.
- If you recently were installed, you may have a line of fiber exposed. Our team will bury this line within 7-10 days of installation. If it has already been buried, do not attempt to tamper with or unbury it.
- Normally, walking on or driving on the cable will not damage it.
- If you notice that your cable has become damaged (for example, by animal, weather, lawnmower, etc.) do not attempt to touch it. Please contact Technical Support immediately.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you.

I have a line of fiber in my yard.

If you recently were installed, you may have a line of fiber exposed. Our team will bury this line within 7-10 days of installation. If you notice that your cable has become damaged, please contact Technical Support.

My bill is higher than normal.

Depending on the promotion you receive, your bill may be reduced by up to half for the first few months. During this promotion, your bill will seem like it is higher than normal; the state of Illinois requires us to show the full charges for all services provided. However, we pay for a large part of the bill—at the bottom of your bill you will notice a line that says "iTV-3 Promotion" that covers the other half of your bill.

Please note that Video on Demand content, international calls, bounced check fees and 411 informational calls can add additional charges to your bill. If you feel you are being billed incorrectly, please don't hesitate to call us.

I wish to pay or review my bill online, or set up AutoPay.

You may do this at our website at www.itv-3.com (click on MyiTV-3, then sign in with your website login).
 Account Info: Shows which package you are currently signed up with, as well as when your next bill runs.
 Account History: Shows your recent bills, recent payments, and how much you currently owe.
 Make a Payment: Allows you to make a payment via check or credit card.
 AutoPay: Allows you to set up automatic payments via check or credit card.

* This option will save you \$5 a month!

Contact Us: Sends an email to our support staff for any questions you may have.

I don't have a dial tone.

- Ensure no phones are off the hook.**
- If one is off the hook, you will not receive a dial tone.
 - Be sure and set cordless phones back on the base station to charge.

Reset all phones.

- Unplug all phones from the wall jack.
- Wait one minute. Plug all phones back in.
- If this does not work, unplug all phones from the wall jack.
- Wait on minute. Plug only one phone in. This will help verify if there is another phone on your line causing an issue.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

I have static on my line.

Try a different phone.

- Plug a different phone into the same wall jack.

Try a different wall jack.

- Move the phone to a different wall jack.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

I do not seem to be receiving calls.

Confirm that you are receiving a phone call.

- If you have an alternate phone such as a cell, call your home phone to ensure that the phone does not actually ring.

Check the ringer volume or mute button.

- Ensure that the ringer volume on the phone is at an audible level. The location of this setting will vary depending on your device.
- Some phones are equipped with a Ringer Mute button. Ensure this is not active.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

High Definition Television

Stunning high definition television with Dolby Digital sound.

- Over 300 available channels
- Over 100 available High Definition channels
- Crystal clear, High Definition video is included
- Movies on demand
- All digital, uncompressed video quality, all of the time
- DVR allows you to easily record your favorite shows
- Pause, rewind, and play back live TV at the touch of a button
- Over 50 fully digital music channels available

High Speed Internet

True broadband that you don't share with your neighbors.

- 100% Fiber Optic network, faster than Cable, LTE and DSL
- Unlimited usage, no metering
- Connection is always on
- Not shared with your neighbors
- True and dedicated 10 and 25 Mbps, up to 1000Mbps
- Low ping times optimized for gamers

Phone Service

Crystal clear sound and free, unlimited calling to anywhere in the US and Canada.

- Advanced features included: call waiting, call forwarding, and more!
- Unlimited calling within US/Canada with Unlimited phone package
- Keep your existing number
- Caller ID
- Works with your existing phones
- Battery back-up available: your phone works even during a power outage

Essential TV

127 A&E Network	65 EWTN	545 Nickelodeon HD
527 A&E Network HD	465 EWTN HD	203 OWN
141 ABC Family Channel	196 Food Network	105 Oxygen
541 ABC Family Channel HD	596 Food Network HDTV	22 Pekin Government Access
208 AMC	182 Fox News Channel	68 Pivot TV
608 AMC HD	582 Fox News Channel HD	168 Pivot TV HD
168 Animal Planet	84 Fox Sports 1	74 QVC
568 Animal Planet HD	484 Fox Sports 1 HD	474 QVC HD
188 BBC America	92 Fox Sports Midwest	61 Shop NBC
189 BBC World News North America	492 Fox Sports Midwest HD	461 Shop NBC HD
137 BET	122 FX	50 Smile of a Child
89 Big Ten Network	522 FX HD	136 Spike TV
489 Big Ten Network HD	86 Golf Channel	536 Spike TV HD
125 Bravo	486 Golf Channel HD	135 Syfy
525 Bravo HD	101 Hallmark Channel	535 Syfy HD
69 Byu TV	501 Hallmark Channel HD	66 TBN
469 Byu TV HD	195 HGTV	55 TBN Enlace USA
88 CBS College Sports	595 HGTV HD	466 TBN HD
488 CBS Sports HD	162 History	120 TBS
126 Chiller	562 History HD	520 TBS HD
217 CMT	181 HLN	52 The Church Channel TCC
184 CNBC	581 HLN HD	161 The Learning Channel
584 CNBC HD	60 Home Shopping	561 The Learning Channel HD
180 CNN	169 Hub	73 The Weather Channel
580 CNN HD	67 Inspirational Network	573 The Weather Channel HD
316 CNN International	51 Jesus Christ Television JCTV	64 The Word
93 ComCast SportsNet Chicago	63 Jewelry Television	121 TNT
94 ComCast SportsNet Chicago Plus	463 Jewelry Television HD	521 TNT HD
494 ComCast SportsNet Chicago Plus HD	103 Lifetime Movie Network	205 Travel Channel
490 ComCast SportsNet HD	503 Lifetime Movie Network HD	605 Travel Channel HD
493 ComCast SportsNet Plus HD	102 Lifetime Television	129 TV Land
131 Comedy Central	502 Lifetime Television HD	124 USA Network
531 Comedy Central HD	84 MLB Network	524 USA Network HD
70 CSPAN	484 MLB Network HD	220 VH1
71 CSPAN2	23 Morton Government Access	620 VH1 HD
72 CSPAN3	21 Morton Public/Local Access	59 WAOE UPN
160 Discovery Channel	183 MSNBC	459 WAOE UPN HD
560 Discovery Channel HD	583 MSNBC HD	25 WEEK NBC
139 Disney Channel	210 MTV	425 WEEK NBC HD
539 Disney Channel HD	610 MTV HD	9 WGN America
140 Disney Jr.	230 Mun2	409 WGN America HD
540 Disney Jr. HD	166 National Geographic	19 WHOI ABC
142 Disney XD	566 National Geographic HD	419 WHOI ABC HD
542 Disney XD HD	80 NBC Sports	20 WHOI CW+
130 E! Entertainment Television	480 NBC Sports HD	31 WMBD CBS
530 E! HD	81 NFL Network	431 WMBD CBS HD
75 ESPN	481 NFL Network HD	48 WTVU Create
475 ESPN HD	83 NHL Network	47 WTVU PBS HD
79 ESPN2	483 NHL Network HD	447 WTVU World
479 ESPN2 HD	147 Nick Jr.	43 WYZZ FOX
106 Esquire	145 Nickelodeon	443 WYZZ FOX HD

I cannot send or receive email.

Check your webmail.

- You may check your email at <http://webmail.itv-3.com>.
- If you are using a program such as Outlook, please see the "I want to set up email on third-party email software" section below.

Ensure that your mailbox is not full.

- There is a bar underneath the "Zimbra" icon at the top left of your screen. This bar measures how much space is left. If your email address is full the bar will be colored in.
- To make more space, log into your webmail and delete old emails as well as empty trash to clear space.
- To empty your trash, rightclick the "Trash" icon on the left and select "Empty Trash". If you empty your Trash, it is permanently deleted, freeing up space in your inbox.

My emails are duplicating in my third party program.

Your email is set up to leave copies of the message on the server.

- Please visit <http://support.microsoft.com> for more information on setting up Outlook, Outlook Express, Windows Mail or Windows Live Mail.
- For information on how to set up any other email client, please contact the manufacturer.

Setting up email in a third party program

iTV-3 email works with third party programs via a POP3 connection, however our technical support is limited for these programs. If these steps do not help you, please contact the manufacturer for technical support for these programs.

Server Information

- Account Type: POP3
- Display Name: The name you wish to display on outgoing email.
- E-mail: Your full @itv-3.com email address.
- Incoming mail: mail.itv-3.com Port: 110
- Outgoing mail: mail.itv-3.com Port: 25
- Username: Your full @itv-3.com email address.
- Password: Your email address password.
- Requires unsecure (no ssl) outgoing authentication.

Outlook Express, Windows Mail, and Windows Live Mail

- Click Tools, then Accounts. Click Add on the right side, then Mail.
- For Windows Mail or Live Mail, click the Accounts tab, then Email.

Microsoft Outlook 2003, 2007, 2010

- Click Tools, then Email Accounts. Click Add.
- If prompted, select to Manually Configure Settings.
- Select POP3 server.

Apple Mail

- Click File, then Add Account.

Thunderbird

- Click Tools, then Account Settings, then Add Account.
- Select Email Account, then click Next.

Incridemail

- Click Tools, then Accounts. Click Add on the right side.
- Choose "Let me Configure Settings Myself"

I cannot connect to the internet.

iTV-3 does not support customer supplied devices (such as routers and switches, or repairing computer problems), and as such our technical support on these products is limited, however we are happy to go the extra mile to assist you or locate someone who can.

Check your connection to your router.

- Try restarting the device.
- Verify the connection between the device and your router. Ensure that all Ethernet cables are firmly connected. Verify that the router is powered on.
- If you are connecting to your router wirelessly, ensure that you are connected.
- Some laptops may have a wireless (WLAN) switch on the front or side, or a wireless button on or near the keyboard. Make sure this is set to the ON (or blue) position.
- For more information on how your network is set up, please contact a local computer expert, or contact Technical Support.

Try performing a power cycle.

- Unplug the power to your router (and modem, if applicable).
- Turn off all devices. Wait one minute.
- Plug the power back into your router (and modem, if applicable). Wait one minute.
- Power all devices back on.

If you have a router, try bypassing it.

- Unplug the Ethernet cable from your router and plug it directly into your computer.
- If this works, the problem may lie in your router. Please contact your local computer support technician.
- If this does not work, restart your computer. If you are still having issues, please contact Technical Support.

I'm still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

I cannot connect to my wireless internet.

If you can connect a hard-wired computer to the internet, but not connect wirelessly, this is likely an issue with your wireless router or the wireless device.

- iTV-3 cannot support troubleshooting for this issue.
- Please contact the manufacturer for technical support.
- If you do not have the manufacturer contact information, please see Page 43, or contact Technical Support.

I want to check my email.

Check your email online anywhere, anytime.

- Go to our website at www.itv-3.com and click Check Your Email at the bottom. Login with your username and password.
- When prompted for username, type in the beginning of your email address. For example, if your email is joesmith@itv-3.com your user name would be "joesmith".
- If you require an email login, please contact Technical Support.

Essential+ TV

775 AXS TV	204 Fit TV	476 ESPN News HD
215 BET Gospel	206 TCM	478 ESPN U HD
314 Bloomberg	207 FXM	487 SEC Network HD
315 Boomerang	211 MTV 2	488 CBS College Sports HD
144 Cartoon Network	212 MTV Hits	528 truTV HD
544 Cartoon Network HD	213 MTV Jams	544 Cartoon Network HD
88 CBS College Sports	215 BET Gospel	564 Investigation Discovery HD
488 CBS College Sports HD	216 CENTRIC	565 Science HD
216 CENTRIC	218 CMT Pure Country	567 NAT Geo Wild HD
132 Cloo	219 Great American Country	586 Fox Business Network HD
218 CMT Pure Country	221 VH1 Classic Rock	602 Destination America HD
185 CNBC World	222 VH1 Soul	606 TCM HD
301 Crime & Investigation Network	223 MTVTr3s	625 Palladia
701 Crime & Investigation Network HD	300 Military History	701 Crime & Investigation Network HD
202 Destination America	301 Crime & Investigation Network	702 FYI HD
602 Destination America HD	302 FYI	703 H2 HD
197 DIY Network	303 H2	704 Hallmark Movies HD
76 ESPN News	304 Hallmark Movies	709 Tennis Channel HD
77 ESPN Classics	306 Fox College Sports (Atlantic)	710 Outdoor HD
78 ESPN U	307 Fox College Sports (Central)	711 ReelzChannel HD
476 ESPN News HD	308 Fox College Sports (Pacific)	717 Wealth Television HD
478 ESPN U HD	309 Tennis Channel	755 Velocity Channel HD
204 Fit TV	310 Outdoor Channel	760 Universal HD
85 Fox Sports 2	311 ReelzChannel	775 AXS TV
186 Fox Business Network	313 GSN	776 HDNet Movies
306 Fox College Sports (Atlantic)	314 Bloomberg	948 Stingray, Your Musical Universe
307 Fox College Sports (Central)	315 Boomerang	50 Music Channels
308 Fox College Sports (Pacific)	317 Wealth Television	

Showtime / TMC

800 FLIX	809 Showcase	817 SHO Women
802 SHO	810 Showcase HD	819 The Movie Channel
804 SHO HD	811 SHO Beyond	820 The Movie Channel HD
805 SHO Extreme	813 SHO Family Zone	821 TMC XTRA
806 SHO Extreme HD	815 SHO 2	822 TMC XTRA HD
807 SHO Next	816 Showtime 2 HD	

Starz / Encore

830 Encore	842 Encore Family	856 Starz Comedy HD
832 Encore HD	844 Encore Westerns	858 Starz Edge
834 Encore Action	850 Starz	860 Starz Edge HD
836 Encore Black	851 Starz HD	862 Starz in Black
838 Encore Classics	852 Starz Cinema	864 Starz Kids & Family
840 Encore Mystery	854 Starz Comedy	866 Starz Kids & Family HD

HBO

900 HBO	904 HBO Family	908 HBO Comedy
901 HBO HD	905 HBO Family HD	909 HBO Comedy HD
902 HBO 2	906 HBO Signature	910 HBO Zone
903 HBO2 HD	907 HBO Signature HD	911 HBO Zone HD

Cinemax

920 Cinemax	926 ThrillerMax	932 OuterMax
921 Cinemax HD	927 ThrillerMax HD	933 OuterMax HD
922 MoreMax	928 5StarMax	934 AtMax
923 MoreMaxHD	929 5StarMax HD	935 AtMax HD
924 ActionMax	930 WMAX	
925 ActionMax HD	931 WMAX HD	

The diagram and list provide a brief description of remote control features for Entone boxes.

Please note that your remote may vary slightly from the one pictured, although the layout is identical.

1. **TV** – Puts remote control in TV mode.
2. **STB** – Puts remote control in STB mode.
3. **POWER** – Switches the power on/off for the currently selected device. Switches STB to power on/standby mode.
4. **AUX** – Selects to control AUX device.
5. **FAST REVERSE** – Starts fast reverse for VOD / DVR / live channel.
6. **REPLAY** – Replays the last 30 seconds of programming. Skips 12 hours backward in guide.
7. **PLAY** – Play button for VOD / DVR / live channel.
8. **STOP** – Stop button for VOD / DVR / live channel.
9. **RED / DVR** – Shortcuts to DVR Menu (if available).
10. **GREEN / LIVE** – Shows the currently playing live channel.
11. **MENU** – Shows the on-screen menu
12. **OPTION** – Changes the size of the screen/screen aspect.
13. **ARROW KEYS** – Navigates right, left, up, down in the Guide and menus..
14. **BACK** – Backspaces inside of a text field.
15. **GUIDE** – Shows the Guide.
16. **VOL + / -** – Increases or decreases volume of the currently selected device.
17. **MUTE** – Turns the volume of the currently selected device off.
18. **NUMBER KEYS** – Allows direct access to specific channels and menu items.
19. **INPUT** – Changes the current A/V input of the selected device.
20. **FAST FORWARD** – Starts fast forward for VOD / DVR / live channel
21. **SKIP** – Goes to next movie chapter for VOD. Skips 12 hours forward in guide.
22. **PAUSE** – Pause button for VOD / DVR / live channel
23. **RECORD** – Records live channel
24. **BLUE / VOD** – Shortcuts to Movies On Demand.
25. **YELLOW / MEDIA** – Shortcuts to My Library.
26. **INFO** – Shows on-screen information about the current TV / VOD / DVR program.
27. **OK** – Executes the currently selected menu option.
28. **EXIT** – Exits all currently opened menus and returns to Live TV.
29. **CH UP/DOWN** – Changes channel up or down.
30. **LAST** – Switches to last channel viewed.
31. **CC** – Enables or disables closed captioning on the TV.

To program your remote to a new TV: see Pages 31-35.
Remember to always use fresh AA Alkaline batteries to ensure remote control performance. Never re-use old batteries.

DVD - DVD-DVR/VCR Combo

JVC 4004, 4113, 4128, 196

DVD - TV/DVD/Tuner Combo

Panasonic 4143
Polaroid 4069
Sony 4127

DVD - TV/DVD Combo

Aiwa 4077
Akai 4088, 4129
Apex 4124
Audiovox 4229
Broksonic 4088, 4173
Coby 4089
Cytron 4116
Diamond Vision 4075

Emerson 4206
Ilo 4066
Initial 4060
JVC 4186
LG 4223, 4029
Magnavox 4060
Mintek 4060
Panasonic 4038
Philips 4078, 4060
RCA 4086
Samsung 4082
Sansui 4088, 4173, 4251
Sylvania 4112, 4001
Toshiba 4088, 4024, 4173

DVD - TV/DVD/VCR Combo

Akai 4199
Diamond Vision 4014
Emerson 4165
Magnavox 4165
Memorex 4012
Panasonic 4080
Polaroid 4102
RCA 4185
Samsung 4241
Sharp 4202
Superscan 4165
Sylvania 4165
Toshiba 4175

DVD - DVD/VCR Combo

Broksonic 4093, 4026, 4173
Daewoo 4067
Emerson 4208, 4030
Funai 4208
Go Video 4072
Goldstar 4162
Hitachi 4171, 4028
Insignia 4145
JVC 4000, 4245, 4057, 003, 4164

LG 4148, 4076, 4170, 105

Magnavox 4050
Memorex 4093
Panasonic 4200
Philips 4208, 4247
Pioneer 4138
Polaroid 4016
Presidian 4208
RCA 4042
Samsung 4051
Sansui 4093, 4063
Sanyo 4132
Sharp 4108, 4087, 4131
Sony 4154, 4048
Sylvania 4208, 4187
Symphonic 4208
Toshiba 4114, 4071
Zenith 4170, 4021

DVD - HTIB

Audiovox 4041, 4022
BOSE 4235

CambridgeSoundWorks

Classic 4144
Coby 4140
Denon 4047
Emerson 4079
Insignia 4121
JBL 4221
JVC 4123, 4064, 4195
Koss 4099, 4239
Onkyo 4159, 4133, 4058
Panasonic 4044, 4013, 4197
Philips 4009, 4161
Pioneer 4194, 4130, 4119
RCA 4219
Samsung 4135, 4146
Sanyo 4213
Sharp 4115
Sherwood 4203
Sony 4172, 4142, 4249, 4217, 4141
Toshiba 4100
Venturer 4036
Yamaha 4106, 4101

AUDIO SYSTEMS

AUDIO - Amplifier

Denon 2041
JBL 2090
Krell 2068
Magnavox 2013
Marantz 2098
Parasound 2034, 2103
Pioneer 2070, 2031
RCA 2010
Rotel 2011
Soundmatters 2039
Technics 2008
Yamaha 2079, 2026

AUDIO - Audio Cassette

Curtis Mathes 2070
Magnavox 2013
Marantz 2008, 2013
Optimus 2070
Pioneer 2070
Technics 2008

AUDIO - Audio System

Curtis Mathes 2070
Pioneer 2070

AUDIO - LCD TV/Tuner Combo

Polaroid 2028
AUDIO - Phono
Magnavox 2013
Marantz 2013
Pioneer 2070

AUDIO - Receiver

JBL 2020
Sanyo 2071

AUDIO - Receiver/Amplifier

Yamaha 2026

AUDIO - Receiver/Tuner

Adcom 2078
Aiwa 2085, 2037, 2093
Audiovox 2077, 2036
BOSE 2060, 2032
CambridgeSoundWorks 2053
Carver 2085
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Coby 2045
Denon 2016
Emerson 2014
Insignia 2038
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JVC 2097, 2073, 2029, 2006, 2000, 2024
Kenwood 2019, 2072, 2044, 2089, 2099, 2012
Linn 2085
Magnavox 2013, 2085
Marantz 2008, 2013, 2085, 2056
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NAD 2095
Nakamichi 2033
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RCA 2059
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Samsung 2064, 2021
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Toshiba 2084
Wards 2085
Yamaha 2075, 2003, 2040, 2076

AUDIO - Tuner

Aiwa 2043
Audiovox 2087
Koss 2018
Panasonic 2007, 2004, 2042
Polaroid 2028, 2035
Sony 2055, 2025
Venturer 2036

AUDIO - Tuner/CD Combo

Aiwa 2043
BOSE 2060
Panasonic 2042

AUDIO - TV/DVD/Tuner Combo

Panasonic 2004
Polaroid 2035
Sony 2055

AUDIO - TV/Tuner

Audiovox 2087
AUDIO - TV/VCR/Tuner Combo
Panasonic 2007

AUDIO - HTIB

Audiovox 2077, 2036
BOSE 2032
CambridgeSoundWorks 2053

Classic 2009
Coby 2045
Denon 2016
Emerson 2014
Insignia 2038
JBL 2020
JVC 2006, 2000, 2024
Koss 2018, 2018
Onkyo 2057, 2100, 2065
Panasonic 2051, 2066, 2102
Philips 2096, 2047
Pioneer 2027, 2022, 2049
RCA 2059
Samsung 2064, 2021
Sanyo 2071
Sharp 2001
Sherwood 2015
Sony 2101, 2025, 2025, 2025, 2005

Toshiba 2084
Venturer 2036
Yamaha 2040, 2076

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CD - CD

ADC 4274
Aiwa 4272
BOSE 4269
Denon 4273
Harman Kardon 4270
JVC 4261, 4259
Kenwood 4263
Marantz 4275
McIntosh 4265
Nakamichi 4271
Onkyo 4257, 4278
Panasonic 4254, 4264
Philips 4262
Pioneer 4255
RCA 4256
Sanyo 4258
Sherwood 4268
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Teac 4277
Technics 4267
Yamaha 4260
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Philips 4262
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Aiwa 4272
BOSE 4269
Panasonic 4254

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Shogun	3052	Thomas	3091	Diamond Vision	4158, 4075, 4014		4051, 4082, 4241,
Singer	3021, 3026	Zenith	3091, 3022	Disney	4049	Sansui	4135, 4146
Sony	3068, 3042, 3053,	VCR - TV/DVD/VCR Combo		Emerson	4165, 4049, 4181,		4093, 4088, 4173,
	3005, 3033, 3004,	Akai	3039	4208, 4030, 4206, 4079		4251	4251
	3072, 3029, 3091	Diamond Vision	3058	ESA	4167	Sanyo	4093, 4132, 4213
Stack	3053			Fisher	4065	Sharp	4049, 4204, 4131,
STS	3021	Emerson	3003	Funai	4049, 4181, 4208		4202, 4115
Superscan	3003	Magnavox	3003	GE	4224, 4111	Sherwood	4177, 4203
Sylvania	3021, 3062, 3063,	Memorex	3009	Go Video	4072	Shinco	4008
	3032, 3003	Panasonic	3076	Goldstar	4162	Shinsonic	4205
Symphonic	3062, 3037, 3063,	Polaroid	3077	GPX	4220	Sony	4205, 4216, 4174,
	3091	RCA	3079	Gradiente	4017		4045, 4169, 4166,
Systemax	3053	Samsung	3012	Greenhill	4111		4189, 4240, 4094,
Tagar	3053	Sharp	3018	Grundig	4085		4211, 4154, 4048,
Tandy	3083	Superscan	3003	Harman/Kardon			4127, 4142, 4249,
Tashiko	3043	Sylvania	3003		4244		4217
Teac	3062	Toshiba	3036	Hitachi	4180, 4156, 4028	Sungale	4228
Technics	3021	VCR - DVD/VCR Combo		Ilo	4066	Superscan	4165
Teknika	3043, 3021, 3062	Brooksonic	3051, 3067, 3060	Initial	4111, 4060	Sylvania	4165, 4049, 4181,
Thomas	3091	Daewoo	3055	Insignia	4121		4208, 4187, 4112,
TMK	3052	Emerson	3063, 3049	Integra	4209, 4117		4001
Toshiba	3053, 3057, 3095,	Funai	3063	JBL	4221	Symphonic	4049, 4104, 4208
	3006, 3045, 3036	Go Video	3027	Jensen	4149	Teac	4118, 4015
Totevision	3052, 3043	Goldstar	3064	JVC	4152, 4006, 4212,	Technics	4017, 4222
Touch	3053	Hitachi	3066, 3014		4056, 4245, 4186,	Techwood	4137
Unitech	3052	Insignia	3082		4123, 4064, 4195	Theta Digital	4117
Vector	3024	JVC	3028, 3025, 3034,	Kawasaki	4118	Toshiba	4093, 4198, 4184,
Video Concepts			3046, 3030	Kenwood	4017, 4031		4071, 4088, 4024,
	3024	LG	3075, 3075, 3082,	KLH	4118, 4111, 4214		4173, 4175, 4100
Videosonic	3052		3081	Konka	4010	Trutech	4059
Viewsonic	3053	Magnavox	3085	Koss	4002, 4011, 4052,	Urban Concepts	4198
Voodoo	3053	Memorex	3067		4099, 4239		4118, 4036
Wards	3052, 3043, 3021,	Panasonic	3070	Lasonic	4210	Venturer	4224
	3062	Philips	3063, 3074	Lenoxx	4061	Xbox	4017, 4085, 4106,
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	3037	Polaroid	3059	Liquid Video	4011	Zenith	4198, 4025, 4021
XR-1000	3021, 3062	Presidian	3063	Magnavox	4165, 4198, 4085,		
Yamaha	3024, 3083	RCA	3000		4049, 4050, 4060		
Zenith	3068, 3026, 3073,	Samsung	3048	Marantz	4085, 4168, 4193		
	3061, 3082, 3099,	Sansui	3067, 3047	Memorex	4093, 4225, 4012		
	3091, 3022	Sanyo	3093	Microsoft	4224		
ZT Group	3053	Sharp	3015, 3078, 3056	Mintek	4111, 4237, 4060		
		Sony	3072, 3029	Mitsubishi	4207, 4155		
		Sylvania	3063, 3032	NAD	4157		
		Symphonic	3063	Nakamichi	4191		
		Toshiba	3006, 3045	Nesa	4111		
		Zenith	3082, 3099	Norcent	4243, 4083, 4073,		
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		DVD - DVD		Onkyo	4209, 4198, 4027,		
		Advent	4234		4062, 4159, 4133,		
		Aiwa	4077		4058		
		Akai	4093, 4088, 4129,	Oritron	4002, 4011		
			4199	Panasonic	4017, 4198, 4120,		
		Alco	4118		4081, 4222, 4091,		
		Alpine	4040		4200, 4038, 4143,		
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		AMW	4023		4019, 4070, 4208,		
		Apex	4201, 4074, 4124		4247, 4078, 4009,		
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			4022	Polaroid	4230, 4016, 4069,		
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				Rotel	4092		
		CyberHome	4107	Rowa	4182		
		Cytron	4116	Sampo			
		Daewoo	4035, 4067				
		Denon	4017, 4222, 4054,				
			4037, 4090, 4047				

VCRs

VCR - DVD-DVR/VCR Combo

JVC 3017, 3071, 3054, 3080

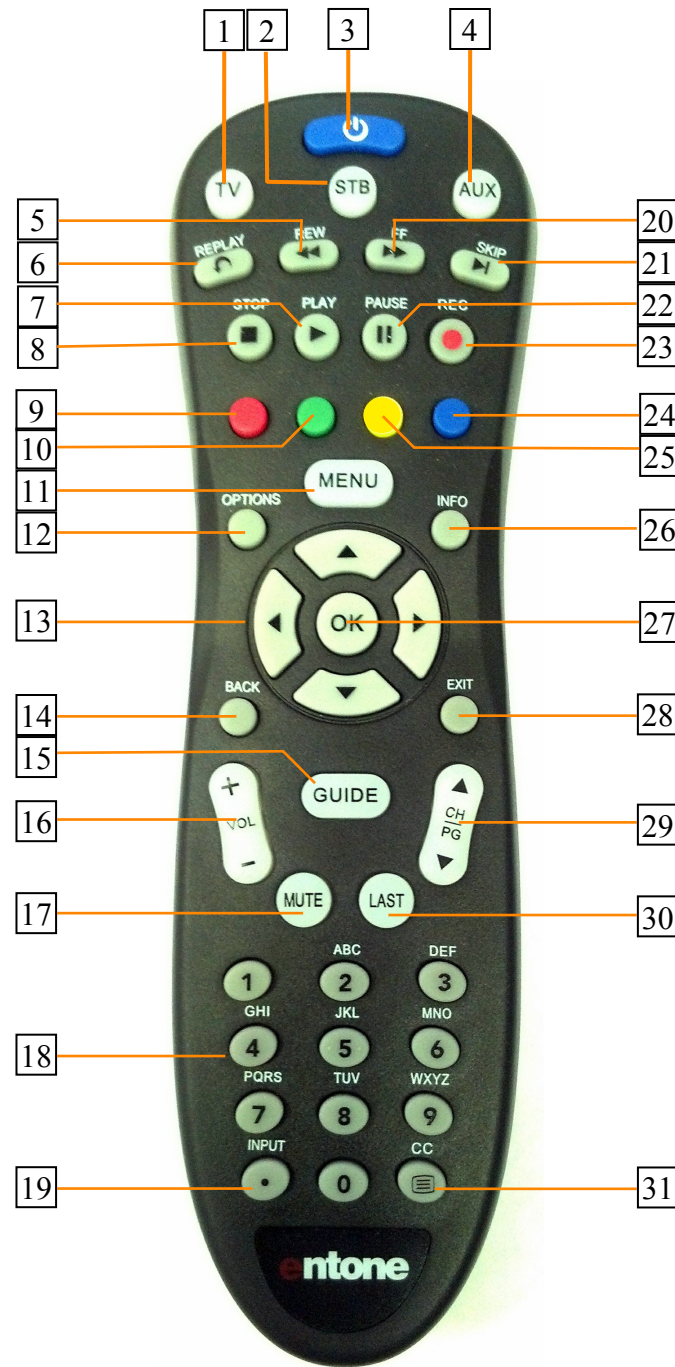
VCR - TV/VCR Combo

Broksonic 3022
Citizen 3097
Colt 3008
Daewoo 3097
Emerson 3097, 3022
Funai 3091
GE 3069, 3019
Goldstar 3001
Harley Davidson 3091
Hitachi 3091
Lloyd's 3091
Magnasonic 3097
Magnavox 3091
Magnin 3069
Memorex 3092, 3001
MGA 3069
Mitsubishi 3019
Optimus 3092
Orion 3022
Panasonic 3092
Penney 3069, 3001
Quasar 3092
RadioShack 3091
RCA 3069, 3019
Sansui 3091, 3022
Sanyo 3069
Sears 3091, 3001
Sony 3091

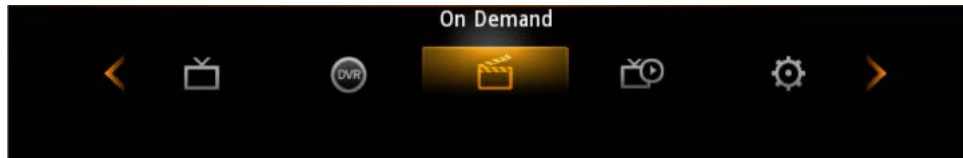
DVD PLAYERS

DVD - DVD Recorder

Apex 4097
Broksonic 4026
Gateway 4190
Go Video 4190
Hitachi 4150, 4171
Insignia 4145
Irradio 4126
JVC 4046, 4000, 4057, 4003, 4164, 4179, 4227, 4098
LG 4148, 4076, 4170
LiteON 4248, 4238, 4215, 005, 4190
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RCA 4219
Samsung 4150, 4136, 4178
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Sylvania 4233, 4033
Toshiba 4020, 4236, 4114
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Zenith 4018, 4122, 4170
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Pioneer 4055
RCA 4103
Toshiba 4125, 4110, 4134

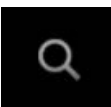


The menu is where you will control most of your watching experience. From here you can access the Guide, change Parental Controls, change settings on each of your boxes, and more. Pressing the MENU button on your remote will open the Menu Bar.

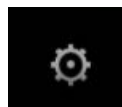


The menu bar.

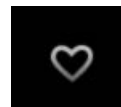
Use the LEFT ARROW and RIGHT ARROW buttons to navigate to your choice, then press the OK button to select it. To exit, press the EXIT or BACK button, or wait a few seconds.




SEARCH
Search the Guide or On Demand content for specific programming.




SETTINGS
Change various settings on your STB/DVR.




FAVORITES
Set up your favorite channels in an easy to surf list.




PPV
Shows a listing of current Pay-Per-View programming available.




GUIDE
Opens the Guide, an interactive list of channels and programming.



VIDEO ON DEMAND
A list of On Demand movies and events you can play anytime.



MY LIBRARY
Shows a list of scheduled events and purchased On Demand content.



DVR
Check current saved and scheduled recordings.

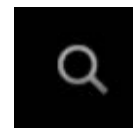
The following pages explain each option in greater detail.

Please note that these icons and screenshots use the NuBlu aesthetic theme which is default on most boxes. Depending on your aesthetic theme settings, your options may be in slightly different locations. See Page 14 for more information on aesthetic skins.

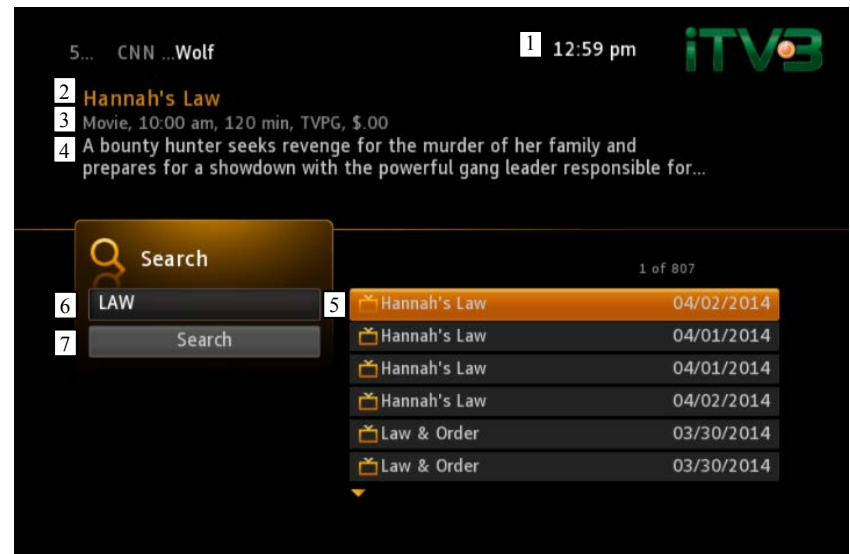
RdoShk/Real	0017, 0182, 0014, 0225, 0308	TV - TV/DVD/Tuner Combo
RCA	0017, 0279, 0239, 0266, 0138, 0157, 0242, 0023, 0308, 0005, 0262, 0245	Panasonic 0176
Realistic	0014, 0097	Sony 0126
Runco	0286	TV - TV/DVD/VCR/Tuner Combo
Sampo	0228, 0265, 0308	Polaroid 0281
Samsung	0239, 0221, 0232, 0233, 0177, 0193, 0308	TV - TV/Tuner
Sansui	0288, 0316, 0001, 0032, 0046, 0199, 0169	Audiovox 0205, 0003
Sears	0017, 0268, 0014, 0145, 0122, 0295, 0308, 0169, 0030	TV - TV/VCR Combo
Sharp	0225, 0308, 0113, 0129	Broksonic 0032
Sheng Chia	0129	Citizen 0061
Shogun	0308	Colt 0076
Signature	0223	Daewoo 0061
Sony	0153, 0243, 0072, 0154, 0302, 0305, 0037, 0169	Emerson 0032, 0061
Sndesign	0182, 0268, 0097, 0308	Funai 0169
Sqreview	0145, 0295	GE 0245, 0087
SSS	0182, 0097, 0308	Goldstar 0030
Starlite	0182, 0097	Harley Davidson 0169
Superscan	0276, 0129	Hitachi 0169
Supremacy	0143	Lloyd's 0169
Supreme	0153	Magnasonic 0061
Sylvania	0122, 0295, 0024, 0315, 0308, 0276	Magnavox 0169
Symphonic	0182, 0145, 0295, 0097, 0272, 0169	Magnin 0245
Tandy	0129	Memorex 0075, 0030
Tatung	0279, 0173	MGA 0245
Techwood	0308	Mitsubishi 0087
Teknika	0223, 0239, 0182, 0268, 0221, 0122, 0097, 0308	Optimus 0075
Thomas	0169	Orion 0032
TMK	0308	Panasonic 0075
Toshiba	0014, 0221, 0200, 0136, 0015, 0293, 0189, 0046, 0052, 0210, 0151	Penney 0245, 0030
TVS	0288	Quasar 0075
Vidikron	0122	RadioShack 0169
Vidtech	0239, 0308	RCA 0245, 0087
Viewsonic	0228	Sansui 0032, 0169
Viking	0143	Sanyo 0245
Vizio	0173	Sears 0169, 0030
Wards	0017, 0223, 0239, 0268, 0225, 0122, 0308	Sony 0169
White Westinghouse	0288, 0062	Symphonic 0169
Yamaha	0239, 0308	Thomas 0169
Zenith	0223, 0288, 0286, 0088, 0032, 0308, 0169	Superscan 0276
TV - TV Monitor		Sylvania 0276
Sony	0181	Toshiba 0151

VCR - VCR		LG	3043, 3075, 3082, 3081
ABS	3053	Linksys	3053
Adventura	3062	Lloyd's	3062, 3091
Aiwa	3062	LXI	3043
Akai	3068, 3039	Magnasonic	3097
Alienware	3053	Magnavox	3021, 3073, 3013, 3085, 3003, 3091
American Hi	3021	Magnin	3043, 3069
Asha	3052	Marantz	3024, 3083, 3021
Audio Dynamics		Marta	3043
		Matsushita	3021
		Media Center PC	3053
		MEI	3021
		Memorex	3083, 3052, 3043, 3021, 3062, 3073, 3038, 3090, 3067, 3009, 3092, 3001
		MGA	3069
		MGN Technology	3052
		Microsoft	3053
		Mind	3053
		Mitsubishi	3031, 3019
		Motorola	3021
		MTC	3052
		Multitech	3052, 3062
		NEC	3024, 3083
		Nikko	3043
		Niveus Media	3053
		Noblex	3052
		Northgate	3053
		Olympus	3021
		Optimus	3043, 3092
		Orion	3038, 3022
		Panasonic	3021, 3040, 3023, 3096, 3070, 3076, 3092
		Penney	3069, 3001
		Philco	3021
		Philips	3021, 3013, 3063, 3074
		Philips Magnavox	3013
		Pilot	3043
		Pioneer	3002
		Polaroid	3059, 3077
		Presidian	3063
		Proscan	3020, 3011, 3016
		Pulsar	3073
		Quartex	3083
		Quartz	3083
		Quasar	3021, 3092
		Radio Shack	3043, 3091
		Radio Shack/Realistic	3083, 3052, 3043, 3021, 3062
		Radix	3043
		Randex	3043
		RCA	3020, 3052, 3021, 3011, 3088, 3035, 3000, 3079, 3069, 3019
		Realistic	3083, 3052, 3043, 021, 3062
		Ricavision	3053
		Ricoh	3026
		Runco	3073
		Samsung	3052, 3048, 3012
		Sanky	3073
		Sansui	3038, 3047, 3067, 091, 3022
		Sanyo	3083, 3052, 3050, 087, 3093, 3069
		Sears	3083, 3043, 3021, 091, 3001
		Sharp	3084, 3065, 3086, 078, 3015, 3056, 0018

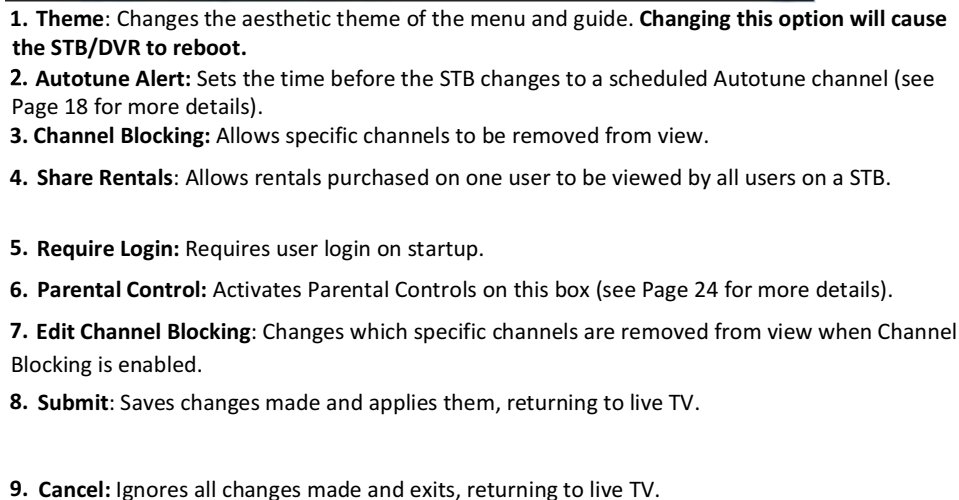
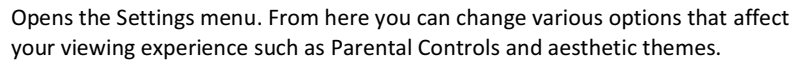
Funai	0144	LG	0133, 0172	Brooksonic	0097, 0288, 0032, 0046, 0199	Insignia	0001, 0278, 0211
Hisense	0109	Magnavox	0047, 0025	Candle	0143, 0308	Janeil	0143
HP	0191	Panasonic	0033, 0104, 0179	Carver	0122	JBL	0122
Initial	0271	Pioneer	0213	Celebrity	0153	JC Penney	0017, 0239, 0221, 0308
Insignia	0139	Samsung	0166, 0254	Celera	0227	JCB	0153
JVC	0251, 0101, 0194	Sanyo	0131	Chnghong	0227	Jensen	0308
LG	0148, 0308, 0040, 0172	Sony	0155	Citizen	0182, 0221, 0308, 0061	JVC	0102, 0175, 0297, 0259, 0096, 0121
Magnavox	0044, 0271	SVA	0185	Clarion	0097	Kawasho	0153, 0308
Maxent	0098	Viewsonic	0080	Colortyme	0308	KEC	0097
Mintek	0271	Vizio	0002	Colt	0076	Kenwood	0308
Mitsubishi	0238	TV - Plasma TV Monitor		Concerto	0308	KLH	0227
NEC	0149	Akai	0170	Contec	0097	KlossNova	0182, 0143
NET-TV	0197	Fujitsu	0252, 0049, 0260, 0186, 0257	Cony	0182	KTV	0182, 0097
Norcent	0275	Hitachi	0091, 0041, 0080, 0314	Craig	0182, 0097	LG	0239
Olevia	0168	Marantz	0224	Crosley	0122	Lloyd's	0169
Panasonic	0253, 0038, 0285, 0117, 0291	NEC	0224	Crown	0182, 0097	Logik	0223
Philips	0034, 0112	NET-TV	0004	CTX	0027	Luxman	0308
Polaroid	0130, 0089, 0078, 0281, 0167	Panasonic	0039	Curtis Mathes	0017, 0014, 0221, 0122, 0209, 0308, 0129	LXI	0017, 0014, 0122
RCA	0242	Pioneer	0208	CXC	0182, 0097	Magnasonic	0061
Samsung	0187, 0166, 0234, 0177, 0057, 0093, 0283, 0296, 0180	Plasmasync	0224	Cytron	0051, 0220	Magnavox	0122, 0022, 0009, 0308, 0276, 0169
Sansui	0199	Sony	0289, 0086	Daewoo	0239, 0062, 0274, 0308, 0061	Magnin	0245
Sanyo	0031, 0298	Toshiba	0224, 0120	Daytron	0308	Majestic	0223
Sharp	0008, 0160, 0219, 0084, 0241, 0060, 0294, 0074	Zenith	0011	Denon	0209	Marantz	0122, 0308
Sony	0243, 0155, 0035, 0126, 0090	TV - Projection TV		Diamond Vsn	0045, 0216, 0188	Maxent	0228
Sylvania	0144, 0115, 0284	Hitachi	0091, 0066, 0141, 0100, 0020, 0261, 0235	Dimensia	0017	Megatron	0209
Syntax	0168	JVC	0071, 0248	Dumont	0286, 0308	Memorex	0223, 0239, 0014, 0288, 0144, 0019, 0075, 0030
Tatung	0092	Magnavox	0202	Durabrand	0048, 0295, 0097, 0288	MGA	0239, 0308, 0245
Toshiba	0042, 0222, 0064	Mitsubishi	0263, 0111, 0238, 0013, 0147, 0073, 0137	Dwin	0129	Midland	0286
Trutech	0206	Panasonic	0033, 0196, 0110	Electroband	0153	Mitsubishi	0239, 0263, 0308, 0129, 0087
Viewsonic	0021, 0085, 0107, 0026, 0290, 0174, 0082, 0277, 0255, 0069, 0304	Philips	0132	Electrogrph	0228	Mntgmry	0223
Vizio	0002	Pioneer	0152	Electrohme	0153, 0279, 0308	Motorola	0279, 0129
Westinghouse	0021, 0063, 0054	RCA	0138, 0158	Emerson	0182, 0268, 0014, 0295, 0097, 0288, 0062, 0032, 0162, 0308, 0276, 0061	MTC	0239, 0221, 0308
Zenith	0146	Samsung	0007, 0300, 0218, 0119	Envision	0308	Multitech	0182, 0097
TV - LCD TV/PC Monitor		Sharp	0127, 0313, 0246	Epson	0301	NEC	0279, 0239, 0308
TV - LCD TV/Tuner Combo		Sony	0243, 0178, 0135, 0125	ESA	0295, 0177	Net-TV	0228
Polaroid	0130	Toshiba	0307, 0159, 0081, 0006	Fisher	0014	Norcent	0116
TV - Plasma Display		Zenith	0164	Fujitsu	0268	Onwa	0182, 0097
Acer	0229	Admiral	0223, 0288, 0129	Funai	0182, 0268, 0295, 0097, 0169	Optimus	0075
Daewoo	0067	Advent	0312	Futuretech	0182, 0097	Orion	0225, 0129
Fujitsu	0240	Adventura	0143	Gateway	0228, 0173	Panasonic	0288, 0001, 0032
Funai	0250	Aiwa	0124	GE	0017, 0279, 0309, 0138, 0308, 0245, 0087	Penney	0245, 0030
Panasonic	0195	Akai	0153, 0177, 0046, 0287	Gibraltar	0286, 0308	Philco	0279, 0239, 0122, 0050, 0308
Pioneer	0203, 0077, 0065	Alleron	0268	Goldstar	0239, 0308, 0030	Philips	0279, 0122, 0068, 0128, 0114, 0016, 0308
Samsung	0171, 0118, 0095, 0258	Amrcr Act	0097	Grumpy	0182, 0268, 0097	PhilipMagnvx	0068, 0022, 0114
Toshiba	0099	Amtron	0182	Haier	0048	Pilot	0308
Viewsonic	0156, 0106	Anam	0097	Hallmark	0308	Pioneer	0308
Zenith	0183, 0214, 0226	Anam Nationl	0279, 0182	Harley	0169	Polaroid	0227, 0204
TV - PLASMA TV		AOC	0239, 0308	Hrmn/Krd	0122	Portland	0239, 0308
Akai	0201	Apex	0249, 0264	Harvard	0182, 0097	Price Club	0221
Elite	0213	Apex Digital	0227	Havermy	0129	Prima	0312
Gateway	0269	Audiovox	0182, 0097	Hisense	0116	Proscan	0017, 0138
HP	0191, 0123	Aventura	0295	Hitachi	0209, 0091, 0273, 0308, 0169	Proton	0308
ILO	0237	Belcor	0308	Ilo	0271	Pulsar	0286, 0308
		B&H	0223, 0014	IMA	0182	Quasar	0279, 0075
		Benq	0079	Infinity	0122	Radio Shack	0014, 0097, 0169
		Bradford	0182, 0097				
		Brockwod	0308				



Opens the Search menu. Find shows quickly and easily by searching by name, actors or description. See a preview of the channel and read information about the show, set a reminder to tune in the channel at a certain time, or set your DVR to automatically record the show so you can watch later.



- 1. Time:** Displays the current time.
- 2. Selected Program Name:** Displays the name of the currently selected program.
- 3. Selected Program Airtime:** Displays the channel, date and time that the currently selected program will air.
- 4. Selected Program Information:** Displays a short description of the currently selected program.
- 5. Search Results:** Shows the results of the last search. Press OK on any of these to set up automatic scheduling such as recording or autotune.
- 6. Search Box:** Press OK on the Search Box to open a keyboard where you can type in the name of any program to search for. You may enter the whole name or part of a name and Search will look at the title, actors, and the description of the program. (For example, to find the movie Groundhog Day, you could enter "Groundhog Day", "Groundhog", "Bill Murray" or even "Punxsutawney Phil".)
- 7. Search Guide:** Begins a search on the Guide for the words entered in the Search Box.



As part of your installation process we program your remote to work with your TV; however, if you receive a new remote or TV you may require these directions to program your remote to work with the new device.

- If your device does not respond to the remote control after trying all devices codes listed for your brand, or if your brand is not listed at all, try searching for your device code as follows:

1. Power on the device and on the remote control, press a device mode key (i.e., “TV” or “AUX”) and hold for 5s. The device mode key will light up.
NOTE: Use the “AUX” mode key to program control of VCR, DVD player, cable box, satellite set-top-box and audio device.
2. Press the “POWER” key once and aim your new remote at the device.
3. Press either the “CHANNEL UP” key or “CHANNEL DOWN” key to do device auto-scan.
4. In this search mode, the remote control will send IR codes from the library in 5 second intervals. The device key will be on and blink every 5 seconds while in the device scan mode.
5. If the device turns off, a working code has been found. Press “OK” once to lock in the code. The selected mode key will blink twice.

Entone Device Codes

14

My STB/DVR is not responding.

Check the light on the front of the STB/DVR.

- STB has a **blue** ring or **green** dot on front
The STB/DVR has power.
- STB has a **red** ring or dot on front
The STB/DVR has power but is off. Press the POWER button.
- STB has no lights on front
The STB/DVR does not have power. Check the power cable.

Is the remote set to control the STB/DVR? Press the Channel Up button on your remote and watch the top row of buttons.

- The STB button lights up
The remote is correctly set to STB mode.
- Any other button lights up
The remote is not in STB mode. Press the STB button once.
- No buttons light up
The remote's batteries may be depleted. Change the batteries.

I'm still having issues.

- Be sure to point the remote directly at the STB, not your TV.
- Restart the STB by unplugging the AC power cable, waiting 30 seconds, and plugging it back in.
- Contact Technical Support. We will be happy to assist you with this problem.

My remote does not control my TV.

Is the TV powered?

*There are many TV models, so these instructions may not be specific. Please consult your TV's instruction manual.

- TV has a **blue** or **green** light on front
The television is powered.
- TV has a **red** or **amber** light on front
The television may be on standby. Press the POWER button.
- TV has no light on front
The television may be off or is not receiving power. Press the POWER button and check the power cable.

Is the remote properly programmed to the TV?

- If you have recently replaced your remote or TV, the remote may not be properly programmed to control the TV.
- For more extensive remote programming instructions, see Page 31.

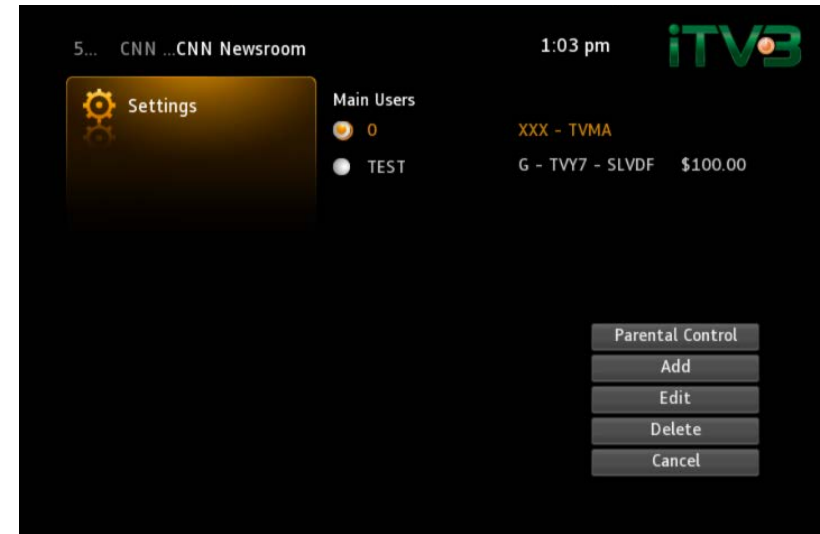
I'm still having issues.

- Be sure to point the remote directly at the STB, not your TV.
- Contact Technical Support. We will be happy to assist you with this problem.

User	Password	PIN
Primary User		

TV Location	STB/DVR Input

Your set top box/DVR can be set up to have multiple users on it. Each user can have its own set of Favorites and Parental Controls.

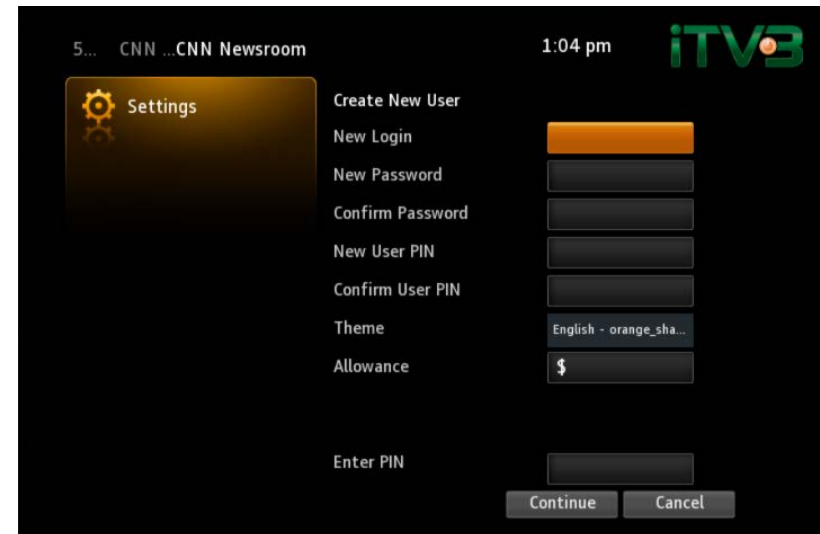


Add: Adds a new user to the STB/DVR.

Edit: Edits the currently selected user (requires PIN).

Delete: Deletes the currently selected user (requires PIN).

Parental Control: Opens the Parental Control settings for the selected user (see Page 24).



New Login: The name of the user.

Password: The login password of the user. **Note that this is different from the primary user PIN.**

Theme: The preferred aesthetic theme of the menu and guide.


Allowance: The monthly allowance for VoD and PPV content.

Enter PIN: The primary user's PIN, required to create or edit users.

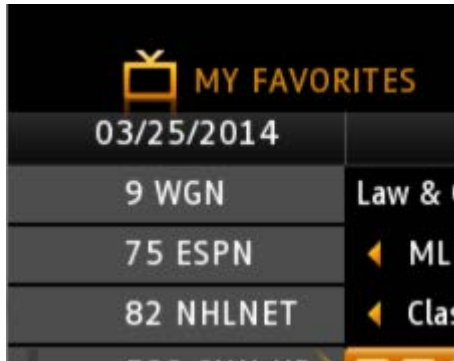


Opens the Favorites menu. Setting Favorites allows you to set a specific list of channels that will appear on your guide—for example, you could set a “Kids Choice” favorite list with Disney, Nickelodeon, and Cartoon Network, and only these channels will be displayed.



Select your preferred channel favorites from the list on the left. Channels with a  symbol will be included in your Favorites list.

Pressing the Guide button while the Guide is already open will cycle the Guide Filter.



All: Shows all channels, even ones you don’t subscribe to. Channels you do not subscribe to will say “Video Signal Blocked”

Subscribed: Shows only channels you subscribe to in your current package.

HD: Shows only HD channels in your current package.

PPV: Shows only PPV channels.

The Guide Filter will also cycle through your Favorites list (as shown on the left) to only show your favorite channels.



Troubleshooting: TV

I have no picture.

- STB has a **blue** ring or **green** dot on front
- STB has a **red** ring or dot on front
- STB has no lights on front

Check the light on the front of the STB/DVR.

The STB/DVR has power.

The STB/DVR has power but is off. Press the POWER button.

The STB/DVR does not have power. Check the power cable. Is the STB/DVR plugged into an outlet controlled by a light switch?

Is the TV powered?

*There are many TV models, so these instructions may not be specific. Please consult your TV’s instruction manual.

- TV has a **blue** or **green** light on front
- TV has a **red** or **amber** light on front
- TV has no light on front

The television is powered.

The television may be on standby. Press the POWER button.

The television may be off or is not receiving power. Press the POWER button and check the power cable.

Is your screen blue or snowy?

- Change the TV channel to 03.
- If you still cannot view your content, change the TV channel to 04.
- If this still does not work, continue to the next troubleshooting step.

Ensure the TV is set to the proper input.

Check the next page to find out which input your TV is set to.

Press the INPUT button on your remote to cycle video input.

One input does not work

A television may have more than one input. Continue to press the Input button to cycle through them. Your STB/DVR is likely connected to one of the HDMI ports.

No inputs work

Check the cable going from your television to your STB/DVR. Make sure it fits snugly inside the ports on both the box and the television.

I’m still having issues.

- Contact Technical Support. We will be happy to assist you. Please let us know if the previous steps did not fix your issue, as this may enable us to serve you better.

I’m missing channels on my Guide.

Not all channels are available on some packages.

- Your current television package should be reflected on your bill.
- You can check channel listings and package information at www.itv-3.com.

Press the Guide button to open the Guide. Directly above the date, you can view your current channel filter.

- Filter says All or Subscribed
- Filter does not say All or Subscribed

You are currently viewing the guide normally. Contact Technical Support.

The Guide is currently filtering channels to only show channels set as Favorites. Press the Guide button repeatedly to change the filter to All, Subscribed, HD, or PPV. See Page 20 for more details.

Accessing voicemail for the first time

- Contact Technical Support to set up your personalized voicemail number.
- Dial your voicemail number.
- You will hear a message that says “the person at this extension is not available”. Press the * key before this prompt ends.
- Type in the password you provided.
- Press 0, then 1 to change the opening greeting.

Note: If you changed the opening recording to dead air or nothing, press * before it beeps (usually 2 seconds after you dial the last number of your voicemail number). Press 0, then 1 to re-record your greeting.

Accessing your voicemail after the first time

- Dial your voicemail number.
- Press the * key before your greeting ends.
- Type in the password you provided.

1 - Check New Messages

- 5 Repeat current message
7 Delete current message
8 Forward current message
9 Save current message

2 - Change Folders

3 - Advanced Options

5 - Leave a message

0 - Mailbox/Greeting Options

- 1 Record message to play when unavailable
- 2 Record message to play when phone is busy
- 3 Record your name
- 4 Record temporary greeting
- 5 Change voicemail password
- * Return to the main menu

N11 Codes

4-1-1 - Directory Assistance
Search directory assistance (\$2.00/call).

6-1-1 - Customer Service
Dials iTV-3 customer/technical service.

7-1-1 - TDD relay for the deaf
Relay service to translate speech to TDD.

8-1-1 - JULIE Locate
Free service for underground utility info.

9-1-1 - Emergency services
Contacts emergency services.

I want to set up call forwarding.

- Enabling call forwarding**
- Dial *72, then the 10-digit number you wish to forward to.
 - Test the forwarding to make sure it was enabled correctly.

- Disabling call forwarding** ▪ Dial *73. This will disable call forwarding.

Phone Packages and Pricing

	All Incoming Calls	Outgoing Calls to IL	Outgoing Calls to US/Canada	International Calls	Additional Line
Metered Phone	Free	2.9¢/min.	4.9¢/min.	Varies	\$9.95/mo.
Unlimited IL	Free	Free	4.9¢/min.	Varies	\$19.95/mo.
Unlimited US/Canada	Free	Free	Free	Varies	\$29.95/mo.
International Calling	Free	Please call the office or check our website for pricing.			

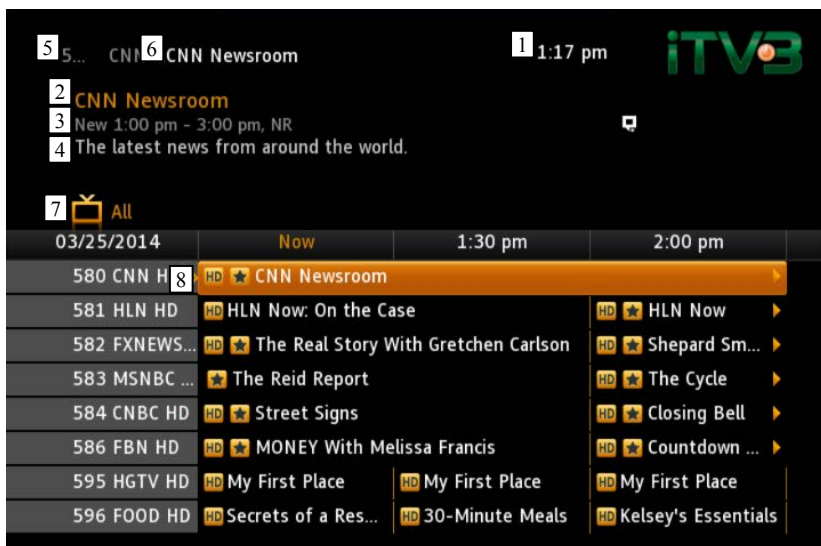
My Voicemail Number	Voicemail Password


Favorites List

[illegible][illegible]



Opens the Guide, which shows a listing of all currently playing programs as well as programs for up to seven days from the current day. You can also set reminders to let you know when your favorite shows are playing, and if you have DVR service, record programs automatically as new episodes premiere.



1. **Time:** Displays the current time.
2. **Selected Program Name:** Displays the name of the currently selected program.
3. **Selected Program Airtime:** Displays the time that the currently selected program will air.
4. **Selected Program Information:** Displays a short description of the currently selected program. The  logo will appear where closed captioning is available.
5. **Current Channel:** Displays the currently playing channel. The program currently playing will display in the top left corner.
6. **Current Program:** Displays the name of the currently playing program.
7. **Guide Filter:** Displays the current guide filter (see page 16).
8. **Guide:** The current selection is highlighted in blue.



This show is set to record. It will automatically begin recording when the episode begins playing.



This show is set to record as a series. All episodes of this series will be recorded. This show is set to record.



The show is set to record as a series but this specific episode will be skipped.



This is a new (or live) episode of this series.



This show is scheduled to Autotune. When the episode begins playing, the STB/DVR will automatically change channel to the program.

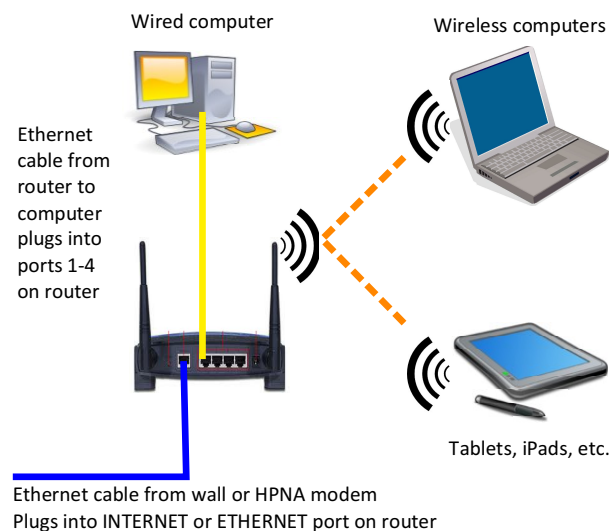


This show is scheduled as a Reminder. When the episode begins playing, a message will appear on the STB/DVR to remind you the program is being aired.



Router Setup

iTV-3 service works with wireless routers, however we cannot provide technical support for these products. This short guide is meant as a general step-by-step to setting up a wireless router with our service. For more information, please refer to your product's instruction manual or contact the manufacturer for technical support for these programs.



Setting up wireless internet

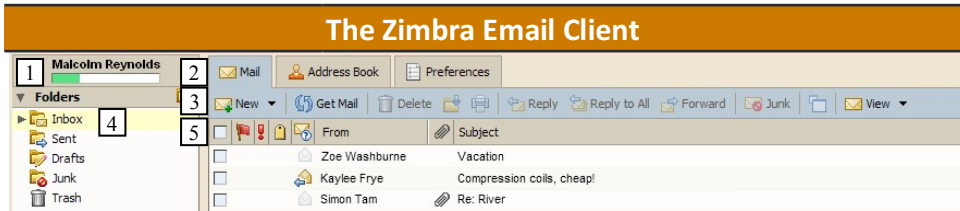
Consult your device's installation guide for more information on this process.

Generally, your device will come with a setup CD that can be run on a computer that is attached via ethernet to your router. Running this CD will set up a wireless password on your network. **ITV-3 cannot and does not keep record of your wireless password. Please note your wireless settings below.**

Wireless Network Name (SSID)	Wireless Password (Encryption Key)	Encryption Type
		<input type="checkbox"/> WEP <input type="checkbox"/> WPA <input type="checkbox"/> WPA2

Contact Customer Support to add a new email account. You may have up to 5 email accounts.

Check your email at <http://webmail.itv-3.com> or by clicking Check your Email on our website.



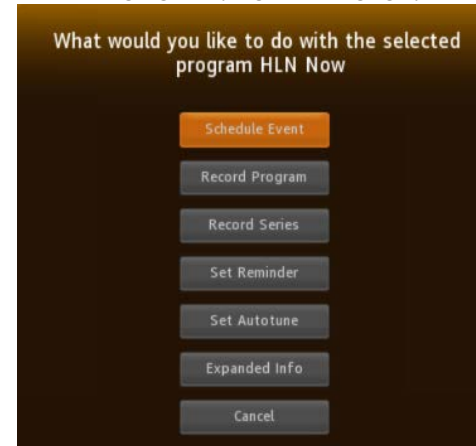
1. Displays the currently logged in user. The green bar represents how full your mailbox is—if it fills completely you will be unable to receive new mail. Empty your trash frequently to avoid this (see below).
2. Zimbra Features. Click a tab to open a Feature.
Email - Read, send, and sort email.
Address Book - Create and manage multiple address books.
Preferences - Manage preferences such as signatures and color schemes.
3. Email commands.
New - Create a new email message.
Get Mail - Refreshes your inbox. If you are expecting an email and it has not arrived yet, click this button.
Delete - Deletes the selected email. Delete old emails often to clean up your Inbox.
Reply/Reply All/Forward - Opens the appropriate dialogue for handling email.
Junk - Marks the email as Junk, forwarding similar email to the Junk folder.
4. Folders.
Inbox - Received mail.
Sent - Sent mail.
Drafts - Mail that has been created but not yet sent.
Junk - Mail that has been deemed as Junk (or spam).
Trash - Deleted mail. **To empty your Trash, rightclick on it and select Empty Trash.**
5. Email list. Defaults to show the Inbox. Doubleclick on an email to read it. An email with a paperclip signifies that the email has an attachment.

Setting up Outlook, Windows Live Mail, etc.

Server Information

- Account Type: POP3
- Display Name: The name you wish to display on outgoing email.
- E-mail: Your full @itv-3.com email address.
- Incoming mail: mail.itv-3.com Port: 110
- Outgoing mail: mail.itv-3.com Port: 25
- Username: Your full @itv-3.com email address.
- Password: Your email address password.
- Requires unsecure (no ssl) outgoing authentication.

Pressing OK will select the highlighted program, bringing up the following menu.



Schedule Event: Opens the menu below for specific event scheduling.

Record Program: Schedules the program to record. It will automatically begin recording when the episode begins playing.

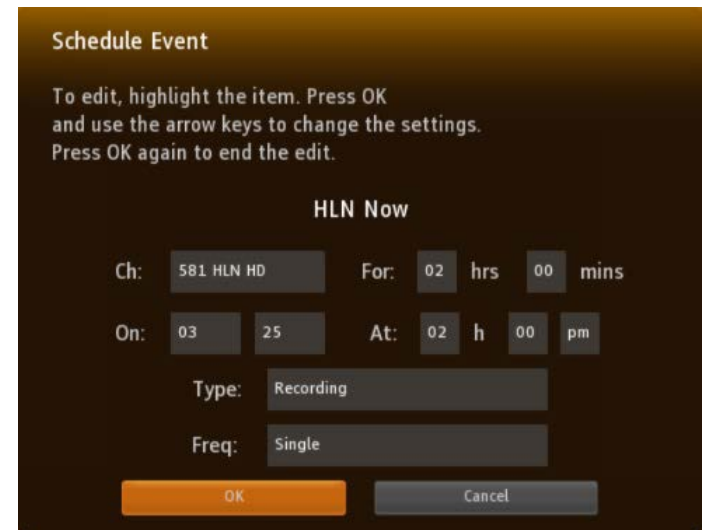
Record Series: Schedules the program to record as a series. All episodes of this series will be recorded.

Set Reminder: Sets a reminder for the show. When the episode begins playing, a message will appear on the STB/DVR to remind you the program is being aired.

Set Autotune: Schedules the program to Autotune. When the episode begins playing, the STB/DVR will automatically change channel to the program.

Expanded Info: Shows a full description of the selected program.

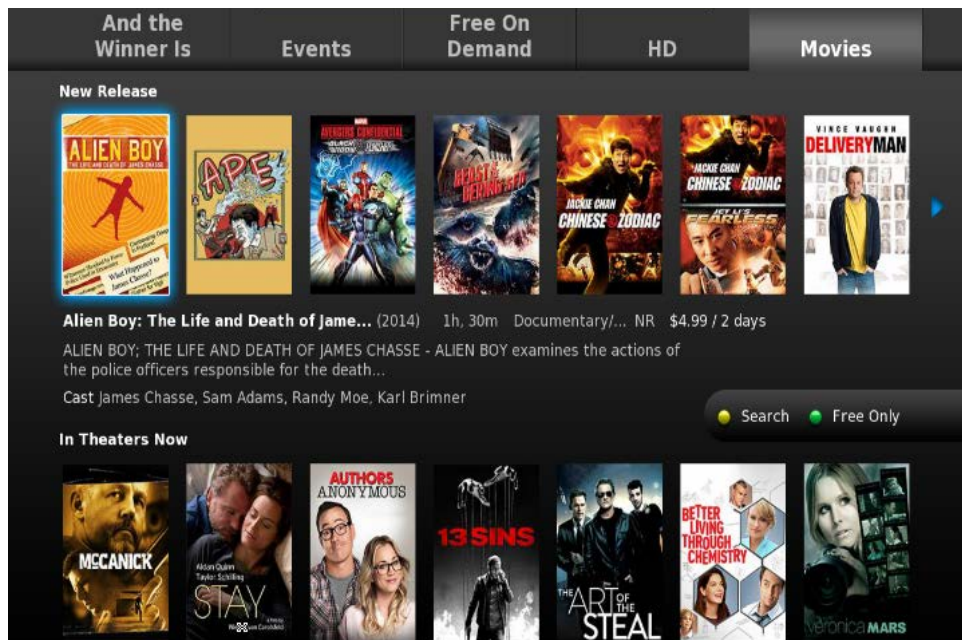
Cancel: Returns to the Guide.



The Schedule Event menu allows you more specific control on scheduling events. You can set an event to record or autotune daily, weekly, or monthly at a specific time.



Opens the Movies on Demand menu. The Movies on Demand menu contains a large list of rentable movies, events and music playlists for your selection, in addition to a free On Demand selection.



Each movie or event has a different price for rental which is shown next to the title of the movie or event.

Content is available for 24 hours from purchase unless otherwise specified.

Rentals and PPV charges will appear on your next month's bill.

THE TV PARENTAL GUIDELINES

THE RATINGS

Audience: indicates the audience for which a television program is appropriate. —>

Content Label: indicates a show may contain higher levels of violence, sex, adult language, or suggestive dialogue. —>



The Content Labels

TV Parental Guidelines may have one or more letters added to the basic rating to let parents know when a show may contain violence, sex, adult language or suggestive dialogue.

- D** – suggestive dialogue (usually means talks about sex)
- L** – coarse or crude language
- S** – sexual situations
- V** – violence
- FV** – fantasy violence (children's programming only)



All Ages 2 and Older

Whether animated or live-action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2–6. These programs are not expected to frighten younger children.

TV-Y Examples: Sesame Street, Dora the Explorer, Max and Ruby, Team Umizoomi



Directed to Children 7 and Older

Shows with this rating may not be appropriate for some children under the age of seven. They may contain crude or suggestive humor, mild fantasy violence, or content too frightening to be shown to children less than seven years of age. TV-Y7-FV is a alternate version for shows with notably more fantasy violence.

TV-Y7 Examples: Spongebob Squarepants, iCarly, Avatar: The Last Airbender
TV-Y7-FV Examples: Ben 10, Power Rangers, G.I. Joe, Transformers, Thundercats, Justice League



General Audience

Shows that can be enjoyed by a variety of age groups. Networks that air informational, religious, how-to, or otherwise generally inoffensive content usually apply a TV-G rating to all of their shows.

Examples: Most cooking shows, gardening shows, home repair shows



Parental Guidance Suggested

This rating signifies that the program may be unsuitable for younger children without the guidance of a parent. Many parents may want to watch it with their younger children. Various game shows and most reality shows are rated TV-PG for their suggestive dialog, suggestive humor, and/or coarse language.

TV-PG Examples: Everybody Loves Raymond, Seinfeld, Adventure Time, The Simpsons



Parents Strongly Cautioned

These programs contain material that many parents would find unsuitable for children under 14. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under 14 watch unattended.

TV-14 Examples: Saturday Night Live, House, Family Guy, Futurama, CSI, Grey's Anatomy



Mature Audience Only

These programs are specifically designed for adults and are unsuitable for children under 17. The program may contain graphic violence, strong language, nudity or sexual content.

TV-M Examples: South Park, Nip/Tuck, Dexter, The Shield, Game of Thrones

The television industry is pleased to provide the TV Parental Guidelines as a public service and welcomes your feedback. The TV Parental Guidelines Monitoring Board handles public comments and information on the rating system. For more information on the TV Parental Guidelines, please visit their website at www.tvguidelines.org.

iTV-3 provides over 300 channels of television and thousands of Video on Demand choices. With so many programs and movies from action-packed thrillers to nature documentaries to the evening news, it's becoming harder for parents to monitor what their children are watching. iTV-3 provides a parental control option to help parents control what their children may view.

ENABLING PARENTAL CONTROLS

Use this set of instructions to enable parental controls on your set top boxes.

- Press the Menu button on your remote.
- Select "Settings".
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Select "Users", then "Parental Control".
- Change the settings as desired (see "Parental Controls Settings", below).
- Select "Submit". This will save your settings.
- Select "Preferences".
- Navigate to the "Parental Control" option. Press OK to check it.
- Select "Submit". This will save your settings.
- Press Exit to close the menu. You now have enabled parental controls.

PARENTAL CONTROLS SETTINGS

This box explains the different Parental Control settings available.

- **Movie Rating:** The highest Video on Demand content the user can view.
- **TV Rating:** The highest TV content the user can view.
- **Unlock Timer:** Primary User Only. If set, you may press Menu and select "Control On" to unlock Parental Controls for this amount of time.
- **Unrated Programs:** Primary User Only. This will block all unrated programs.
- Specific content may also be blocked using the boxes below. Navigate your cursor to the option you wish to block and press the OK button to select it.

MULTIPLE USER PARENTAL LOCK

Use this set of instructions to have different parental controls on each TV.

- Press the Menu button on your remote.
- Select "Settings".
- Enter your password by pressing the number keys on your remote (default: 0). Press OK.
- Select "Preferences".
- Navigate to the "Parental Control" option. Press OK to check it.
- Navigate to the "Require Login" option. Press OK to check it.
- Select "Submit". This will save your settings.
- You now have enabled parental controls.

UNLOCKING PARENTAL CONTROLS

Use these instructions to temporarily disable parental controls or change users.

To temporarily disable parental controls (Primary User only):

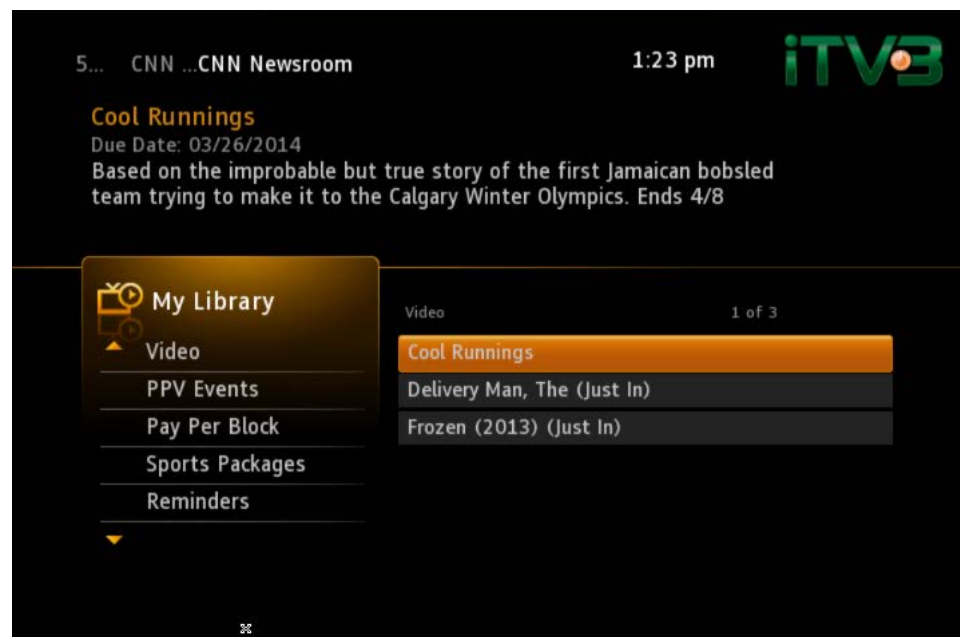
- Press the Menu button on your remote.
- Select "Control On".
- Enter your password for the primary user (default: 0). This will temporarily disable parental controls. You will be required to re-enter your password after the amount of time set for the Unlock Timer (see Parental Control Settings, above).

To change users (if using Multiple User Parental Lock):

- Press the Menu button on your remote. Select "Log Out".
- This will log the current user out. You will need to select a new user and enter their password to continue viewing.

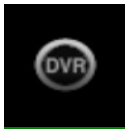


Opens the Library menu.



From here, you can quickly access rented videos and events, as well as check scheduled reminders and Autotunes.

Messages from iTV-3 will also appear in the Library. You will receive service notifications here, as well as when new content is added.



Opens the DVR menu. From here you can record your favorite shows, even if you aren't home, so you never have to worry about missing your favorite episodes.



1. **Time:** Displays the current time.
2. **DVR Space Used:** Displays the percentage of hard drive used. **When this reaches 100% you will be unable to record new programs.** Delete old and unwanted programs to free up space.
3. **Series Recording Folder:** Recording a series creates a folder for that series. Selecting the folder will open it so you can select individual episodes to view.
4. **Single Episode Recording:** A single recording. Highlight the recording and press OK to view or delete the recording.
5. **Recordings:** Shows a list of currently saved recordings.
6. **To Record:** Shows a list of currently scheduled recordings, including series recordings.
7. **Schedule Priority:** Shows a list of currently scheduled recordings, including series recordings, in the order that they will be recorded. In the event that more than two recordings coincide, programs higher on this list will be recorded. From this list, you may adjust the priority of scheduled recordings, as well as delete scheduled recordings.
8. **Schedule Event:** Shows a list of specifically scheduled recordings, when a time, date and duration is specified instead of an episode.
9. **Record History:** Shows a history of previous recordings. Shows recording start and stop date/times, as well as deletion start/stop times.

Setting a DVR to record

- Highlight your selection in the Guide, and press the “REC” or button. You should see a **red** dot appear next to your selection.

Recording an entire series

- To record the entire series, highlight your selection in the Guide, and press the “REC” or button twice. You should see a **red** dot with a + next to it.
- To record only new episodes (new episodes are marked with a star next to the name), highlight your selection in the Guide, and press the “OK” button. Select Edit Recording, and change the “Episodes” option to “New Only”.
- From the Edit Recording menu, you can also set the recording to begin early or end late, or limit the number of recordings of up to 10 episodes.
- To skip a particular episode in a series, press the REC or button on an episode that is set to record as a series (has the icon next to it). The icon will turn grey , skipping that episode.

Playing a previous recording

To play a recording, select it under Recordings, then select Play Recording to play or resume a previously recorded program.

Deleting a recording

To delete a recording, select it under Recordings, then select Delete Recording.

Please note that **once you delete a recording it is permanently removed**. Technical Support cannot retrieve deleted recordings.